

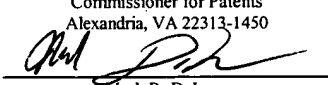


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/603,302  
Confirmation No.: 1770  
Filed: June 23, 2000  
First Named Inventor:  
Allen B. Childress

Title: DYNAMIC HELP  
SYSTEM FOR AN  
INSURANCE CLAIMS  
PROCESSING SYSTEMS

Examiner: Bleck, C.  
Art Unit: 3626  
Atty. Dkt. No: 5053-35700

<p>CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8 DATE OF DEPOSIT: 7/5/06 I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail on the date indicated above and is addressed to: Commissioner for Patents Alexandria, VA 22313-1450  Mark R. DeLuca</p>
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REQUEST FOR PRE-APPEAL BRIEF REVIEW

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant requests review of the final rejection in the above-identified application.  
No amendments are being filed with this request.

This request is being filed with a notice of appeal.

The review is requested for the reason(s) stated on the attached sheet(s).

## **REMARKS**

The Examiner rejected claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, as being unpatentable over U.S. Patent No. 5,655,085 to Ryan et al. (hereinafter, "Ryan") in view of U.S. Patent No. 4,992,972 to Brooks et al. (hereinafter "Brooks"), U.S. Patent No. 5,950,169 to Borghesi et al. (hereinafter "Borghesi"), U.S. Patent No. 6,467,081 to Vaidyanathan et al. (hereinafter "Vaidyanathan") and further in view of U.S. Patent No. 6,452,607 to Livingston under 35 U.S.C. § 103(a). Applicant respectfully disagrees with these rejections.

Independent claims 1, 13, 24, 43, 54, 64, 81, 88, and 95 describe combinations of features including, but not limited to:

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

The combination of Ryan, Brooks, Borghesi, Vaidyanathan, and Livingston does not appear to teach or suggest at least the above-quoted features of claims 1, 13, 24, 43, 54, 64, 81, 88, and 95, in combination with the other features of the claims.

The Office Action states that Ryan, Brooks, Borghesi, and Vaidyanathan fail to expressly disclose the above-cited limitation. The Office Action then cites Livingston to remedy the deficiencies of the other cited references, stating that "at the time the invention was made, it would have been obvious to one of ordinary skill in the art to include the features of Livingston with the method taught by Ryan, Brooks, Borghesi, and Vaidyanathan with the motivation of actively providing the user with context-sensitive help information." Applicant respectfully disagrees.

Applicant's claims are directed to methods of automatically displaying context sensitive help information. Specifically, "the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display." Applicant submits that Livingston does not appear to teach or suggest automatically displaying help information on a display. In fact, Livingston appears to teach away from the automatic display of help information. Specifically, Livingston states:

Additionally, preferably, the help control 110 of the present invention is not "visually noisy" or annoying to a user relative to neighboring control features or the entire display at hand. Namely, help control 110 is relatively small and is disposed relatively close to control option 100 so that other interface components or options are not obstructed thereby. In other words, help control 110 is non-intrusively displayed. ... As such, it can easily be ignored when the user is not interested in the control(s) to which it relates. However, if the user is interested, he or she need only click on the help control 110 to display a helpful context-sensitive message

(Livingston, Col. 4, lines 39-56)

In summary, in a preferred embodiment, this invention provides help that is context-specific in two ways. First, the help control 110, 150 doesn't appear unless the control option it relates to is noteworthy or in a state that merits the user's attention. Second, when it does appear and the user selects it, it produces a message that is helpful and specific to the current context of the user interface. Additionally, the context-sensitive messages are not annoying because they do not appear unless the user requests them by selecting the help control 110, 150. Moreover, the help control is very accessible (i.e., doesn't require the user to turn on a "help mode") and because it automatically appears only when needed.

(Livingston, Col. 6, lines 28-40)

Applicant's claims are directed to a method of automatically displaying a help message when a first step of an insurance processing process is displayed. Livingston, on the other hand, appears to teach that the help message is only displayed if the user desires to see a help message. Furthermore, Livingston appears to teach that the automatic display of help messages would not be desirable to a user. As such, Livingston appears to teach away from the automatic display of a help message by instead teaching a system

that allows a user to decide when such a message should be displayed. In contrast, Applicant's claims are directed to a method of automatically displaying a help message regardless of the user's preference.

Applicant further submits that including the features of Livingston with the other references does not appear to teach or suggest the features of Applicant's claims. Specifically, Livingston appears to teach the display of an icon when help information is available for viewing by the user. To access this help information a user must select the icon to activate the display of information. In contrast, Applicant's claims are directed to automatically displaying the help information without the need for a user to request the help information. As such, Applicant submits that the combination of Livingston with the other cited references does not appear to teach or suggest all of the features of Applicant's claims.

## **CONCLUSION**

Applicants submit the application is in condition for allowance, and an early notice to that effect is requested.

If any fees are due, the Commissioner is authorized to charge said fees to Meyertons,  
Hood, Kivlin, Kowert, & Goetzel, P.C. Deposit Account No. 50-1505/5053-35700/EBM.

Respectfully submitted,



Mark R. DeLuca  
Reg. No. 44,649

Patent Agent for Applicant

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